

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 JULY 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

74 IDHS CHD Total Tickets Logged

33 AFDI Tickets Logged
 12 Broadsword Tickets Logged
 15 CSE-SS Tickets Logged
 14 ISSE Tickets Logged

22 IDHS CHD Tickets Brought Forward

8 AFDI Tickets Brought Forward
 6 Broadsword Tickets Brought Forward
 3 CSE-SS Tickets Brought Forward
 5 ISSE Tickets Brought Forward

96 IDHS CHD Tickets In The System

41 AFDI Tickets In The System
 18 Broadsword Tickets In The System
 18 CSE-SS Tickets In The System
 19 ISSE Tickets In The System

71 IDHS CHD Tickets Completed

34 AFDI Tickets Completed
 14 Broadsword Tickets Completed
 13 CSE-SS Tickets Completed
 10 ISSE Tickets Completed

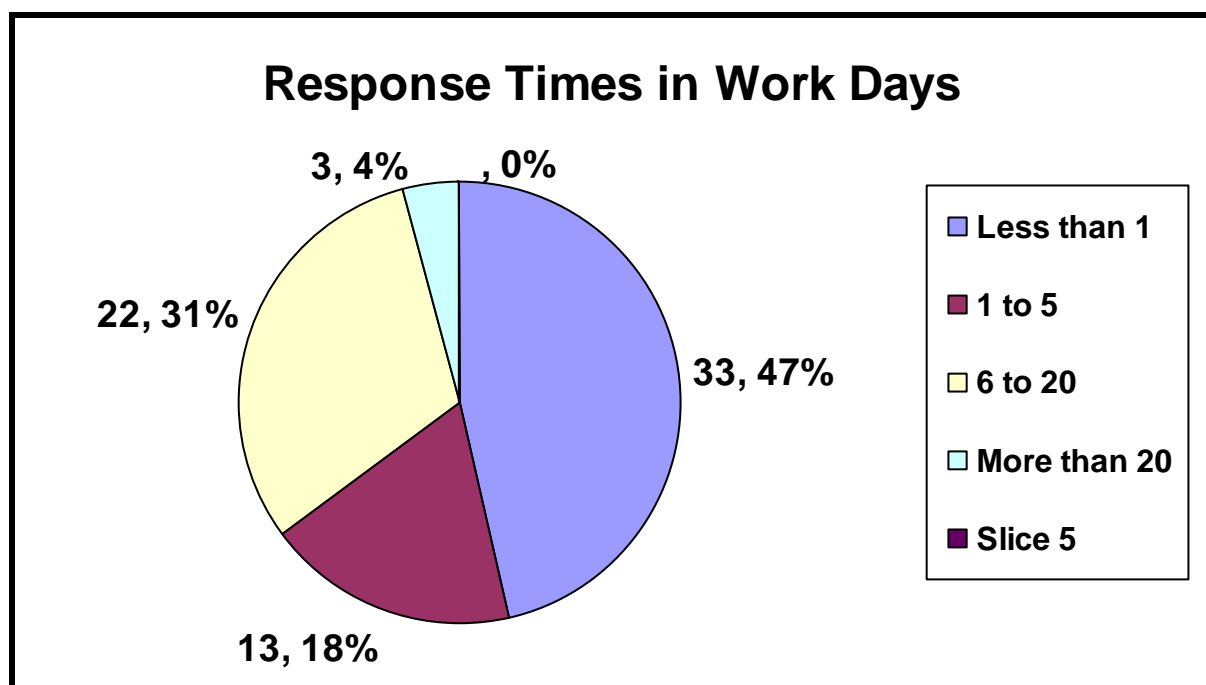
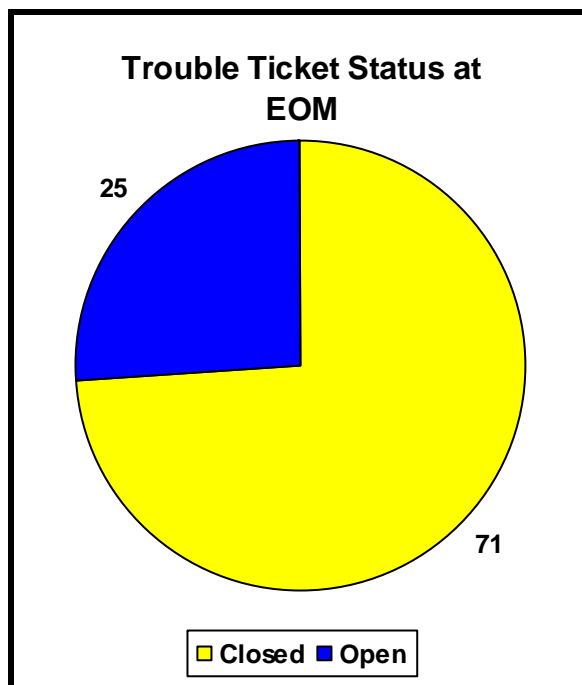
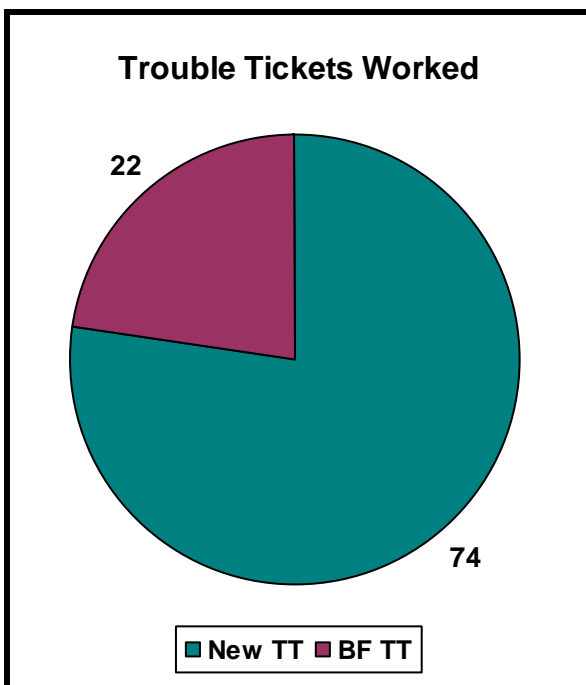
25 IDHS CHD Open / Brought Forward To Next Period

7 AFDI Tickets Open / Brought Forward To Next Period
 4 Broadsword Tickets Open / Brought Forward To Next Period
 5 CSE-SS Tickets Open / Brought Forward To Next Period
 9 ISSE Tickets Open / Brought Forward To Next Period

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>Overall (Total)</i>	25	33	22	3
<i>AFDI</i>	17	5	11	1
<i>BSWD</i>	4	3	6	1
<i>CSE</i>	7	1	4	1
<i>ISSE</i>	5	4	1	0

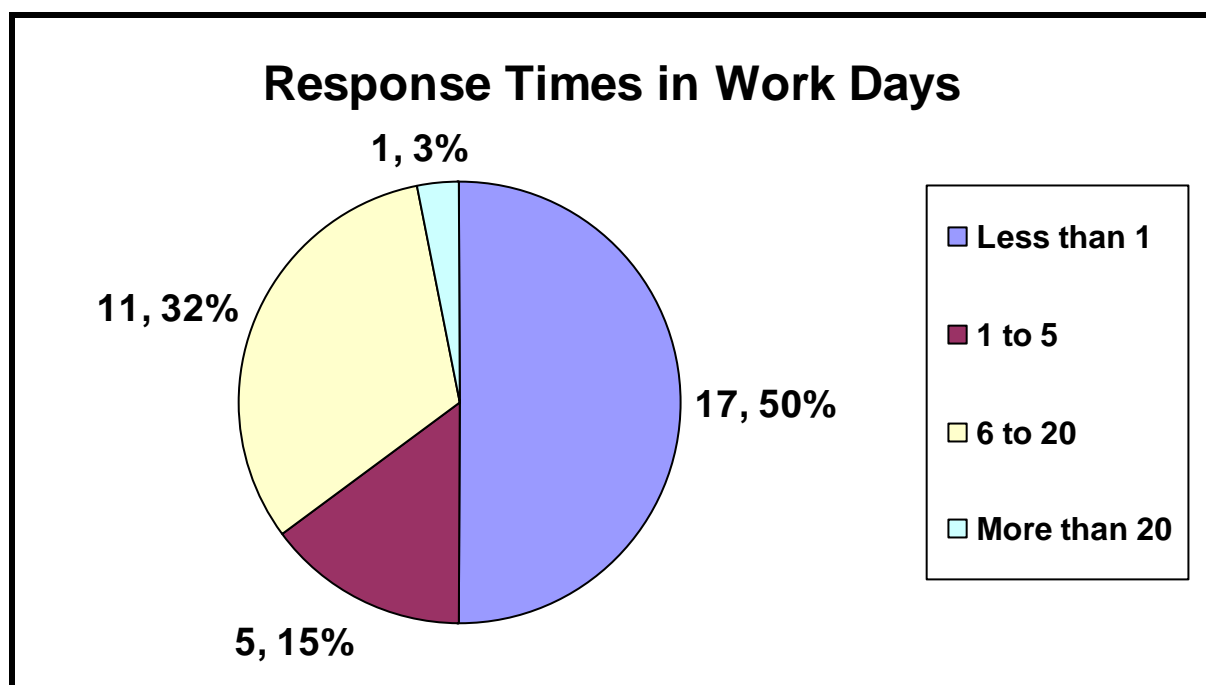
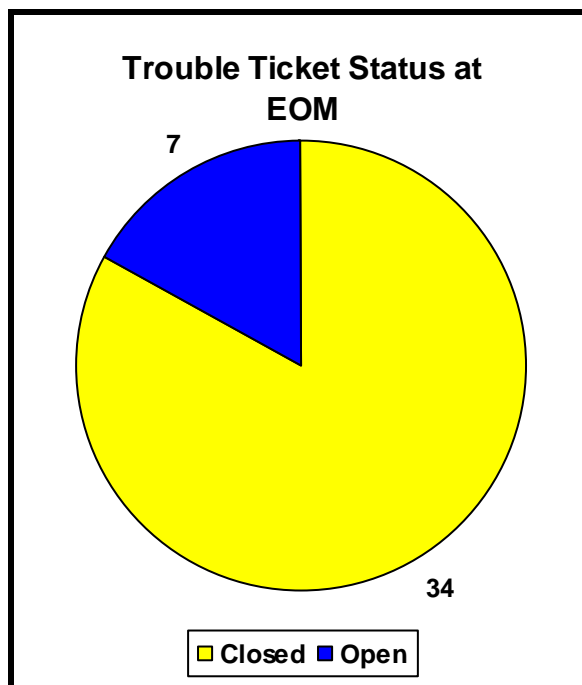
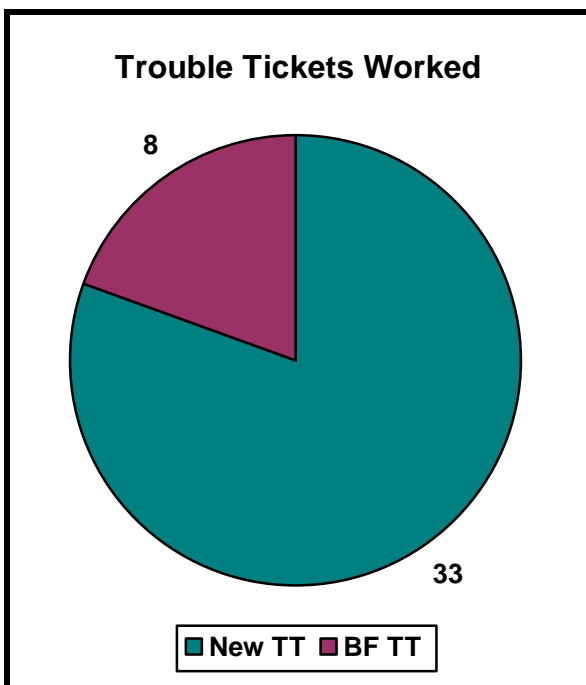
IDHS CHD OVERALL

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22 Tickets Brought Forward
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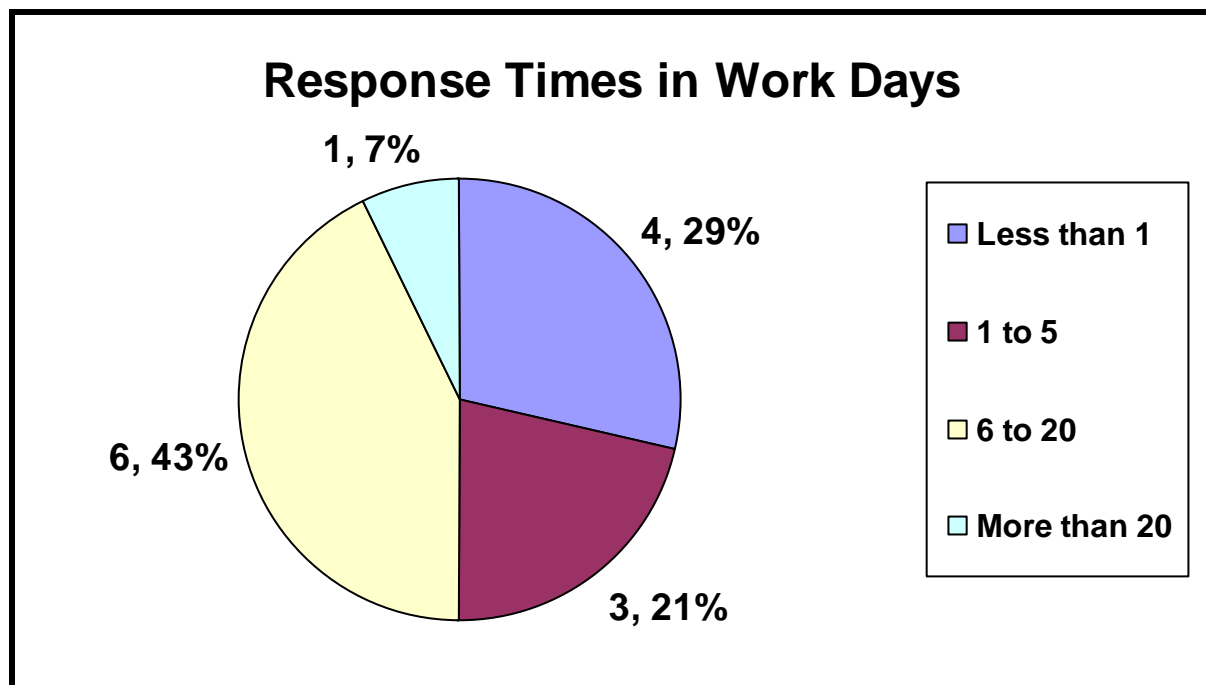
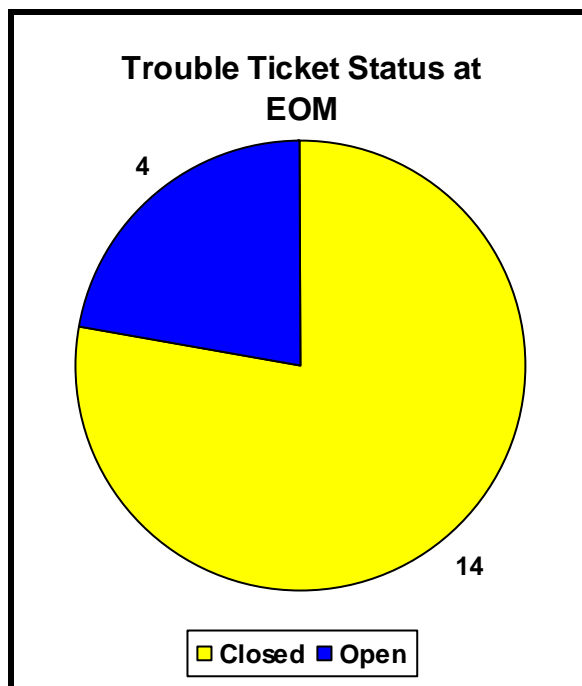
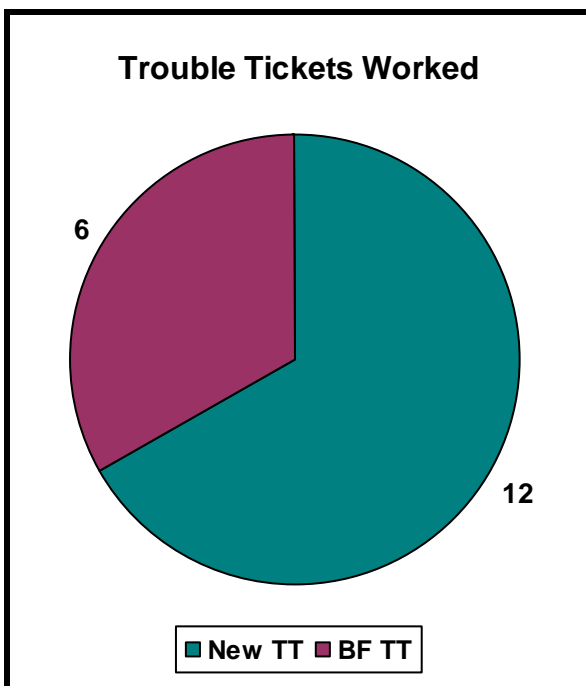
AFDI

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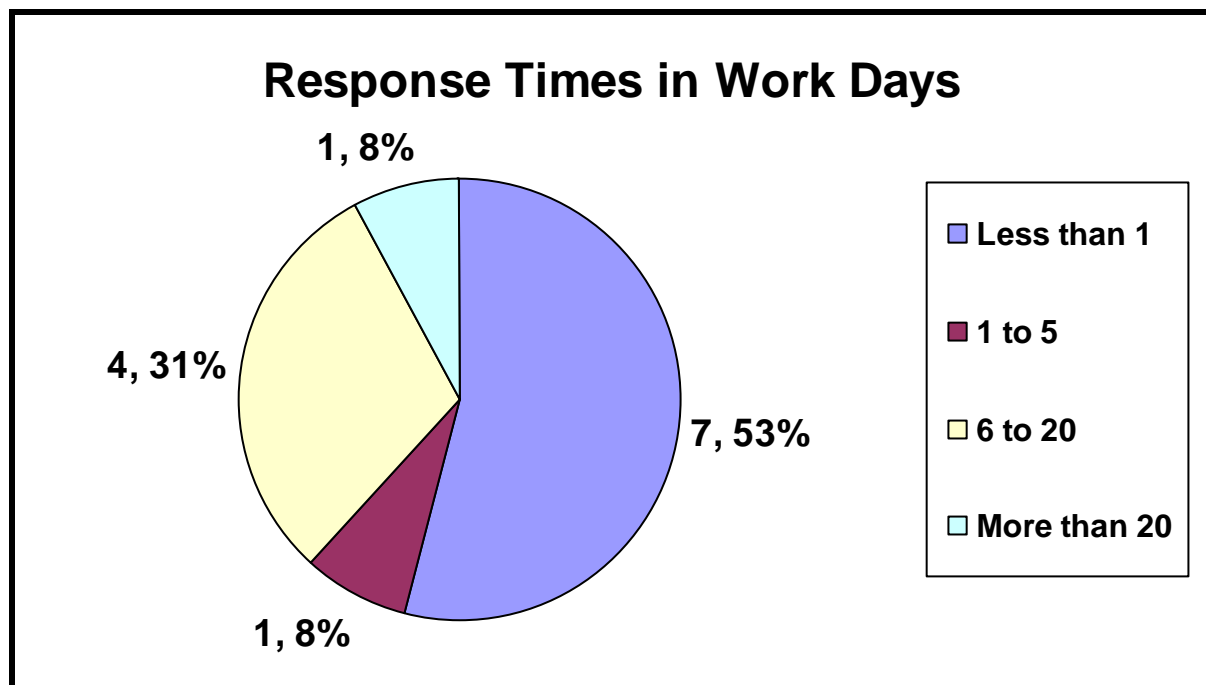
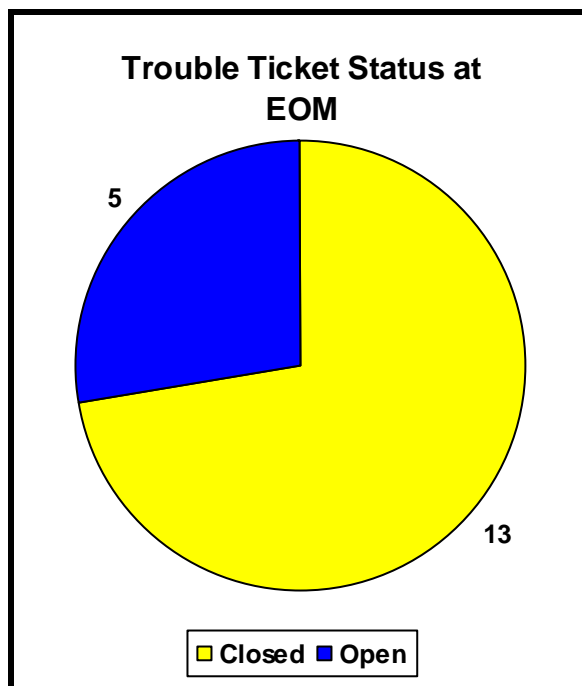
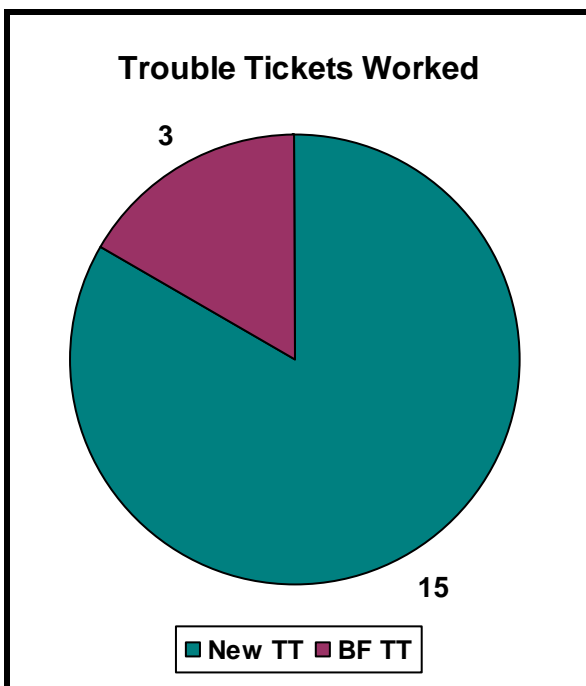
BROADSWORD

12 Total Tickets Logged
6 Tickets Brought Forward
18 Tickets In The System
14 Tickets Completed
4 Tickets Open / Brought Forward To Next Period



CSE-SS

15 Total Tickets Logged
3 Tickets Brought Forward
18 Tickets In The System
13 Tickets Completed
5 Tickets Open / Brought Forward To Next Period



ISSE

14	Total Tickets Logged
5	Tickets Brought Forward
19	Tickets In The System
10	Tickets Completed
9	Tickets Open / Brought Forward To Next Period

